Michigan
EMERGENCY MANAGEMENT
and HOMELAND SECURITY NEWS

SPECIAL REPORT
on
Super Bowl XL

In the Trenches
with Capt. Kriste Etue

Super Bowl XL has come and gone. Consider it yet another success story for all our local, state and federal partners. Things went extremely well on Super Bowl Sunday in Detroit, and in the days leading up to it, thanks in no small part to the hard work and talent of so many.

Like the two excellent teams that vied for the Super Bowl championship, our performance on the big day, and in the days leading up to the Super Bowl, was the culmination of many months of hard work, preparation, planning, and practice.

Football players don't just lie around on the beach for six months, then suit up, jog out to the field and play with poise and precision. They must be well-conditioned, endure the rigorous workouts, participate in countless practices, study their playbooks, attend team meetings, and refrain from harmful habits. In the same way, we as emergency management officials, or first responders, must "condition" ourselves with workshops, training, drills and exercises. When we have an idea what to expect in a disaster or emergency, we are not caught off guard. Challenging assignments keep coming our way, and we keep meeting the challenges head on, doing all we are asked to do – and more.

Most of what we do does not attract nearly the scrutiny and observation of Super Bowl XL. But on Feb. 5, 2006, EMHSD and dozens of other local, state and federal agencies played a key role on the national stage. The importance of partnerships could not have been more evident than during this extraordinary event.

We have our hands full here at EMHSD, and I continue to be grateful for and impressed by the way we all carry out our duties professionally and effectively. Let me express my gratitude to all of my "teammates" who continue to fulfill their responsibilities and serve the people of Michigan with dedication and professionalism.

Sincerely,

Kriste Etue

KRISTE ETUE, CAPTAIN
Deputy State Director of Emergency Management
 and Homeland Security

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(079)

> *"We are what we repeatedly do. Excellence, then, is not an act, but a habit."*
>
> *Aristotle*

Report on E Team Usage during Super Bowl XL

By Jaclyn Barcroft, E Team Coordinator
Technical & Operational Support Section

Background on E Team in Michigan

One of the primary means of communication between federal, state, local and Canadian agencies during the 2006 NFL Super Bowl was E Team. E Team is a web-based Critical Incident Management System (CIMS) that has been designated as the state of Michigan's preferred information management tool. Since E Team is a web-based application, users can access the system regardless of their location and share information with others. E Team enables the state to easily share disaster response and recovery information in real time with affected local response organizations, federal agencies, neighboring states, the province of Ontario, or appropriate non-governmental response and recovery organizations such as the American Red Cross.

E Team allows users to summarize and track emergencies in incident reports, enter messages in the duty log reports, view agency and jurisdiction readiness in their respective situation reports, view incidents and other geographic information on a map, as well as upload and access reference documents right from the E Team system. These are just a few capabilities of E Team, which is a very dynamic system that facilitates communication and data exchange within and between organizations.

The Michigan State Police Emergency Management and Homeland Security Division (EMHSD) has facilitated the deployment of a statewide CIMS with regional servers distributed across the state for users to access. These servers replicate with each other so that they all contain the same information. This builds in a greater factor of redundancy across the system so that if one server is inaccessible a user can log into another E Team server and continue with the response. There are currently several E Team servers housed at the State Emergency Operations Center (SEOC) that SEOC, state agency, and federal law enforcement users can access. There are also four regional servers in place in Grand Traverse, Isabella, St Clair, and Wayne Counties. Local government and other local response organizations are able to access the regional servers once they have been through an E Team training session.

Several key elements contributed to E Team's success during the Super Bowl: developing training materials, training of participants, creating Super Bowl-specific procedures, managing access to the system and providing on-site support to E Team users.

Training

E Team training in preparation for Super Bowl XL began approximately 10 months before game day. The first round of training focused mainly on E Team use during the 2005 MLB All Star Game in July. During the All Star Game, E Team use in the key operations facilities was limited by the number of trained personnel with access to the system. Once the value of E Team was realized, there was a greater push for training. During the time between the All Star Game and the Super Bowl there were 15 training classes held specifically for personnel who would be involved in the operations for Super Bowl. Additional responders also attended some of the other general E Team sessions that were held at the SEOC during that same time period. In total there were approximately 870 people from 30 different federal, state, local, Canadian, and private sector agencies trained on E Team for the All Star and the Super Bowl Games combined.

Procedure Documents

EMHSD, along with the help of a few other MSP employees who used E Team during the All Star Game, created E Team standard operating procedures (SOPs) specifically for the Super Bowl. Separate SOPs were created for responders in the Joint Operations Center (JOC), Intelligence Operations Center (IOC), local jurisdictions, as well as the IOC and JOC command groups. These SOPs included detailed information on what reports should be filled out by the different participants as well as how to specifically fill out incident reports for this event. Electronic copies of these documents were attached to the Super Bowl Planned Event in E Team and hard copies were provided to those who were in the JOC and the IOC.

E Team Support

EMHSD provided three on-site E Team support personnel for the JOC and IOC. The on-site support was present from Sunday, Jan. 29 through Feb. 5 from 7:30 a.m. until midnight (and until 3:00 am on Feb. 4 & 5). Additional E Team support was available at the SEOC in Lansing during each of the JOC and IOC's operational days. All staff were also available 24 hours by pager or cell phone.

The on-site staff provided administrative as well as operational support. For example, E Team support staff provided passwords, expedient training, and operational assistance to users, as well as setting up new E Team accounts and maintaining the on-site E Team server. The on-site staff trained 23 people at the JOC/IOC during the response, including federal and Canadian law enforcement personnel. The staff remaining in Lansing assisted in providing passwords, maintaining the E Team servers in Lansing, and helping to stand up two additional E Team servers. The SEOC was staffed on Sunday, Feb. 5 from 4-11:30 p.m. to provide additional support if necessary.

Summation of E Team Documents for Super Bowl

Report Type	# of Reports
Planned Event	1
Incident	457
Situation Summary (added to Incidents)	2,868
Planned Activities	179
Agency Situation Reports	45
Jurisdiction Situation Reports	10
Duty Logs	1360
Total # of Reports Relating to Super Bowl XL	**4,920**

The SEOC had created a Planned Event report for Super Bowl in March of 2005. The E Team SOPs as well as some general information about the NFL Super Bowl were included with this report. During the week leading up to the Super Bowl, several thousand E Team entries were added to the system. Specifically there were 457 incident reports entered along with 2,868 situation summaries added to the incidents. Incident reports were created for different types of activities including: suspicious persons, unattended packages, arrests, counterfeiting, bomb threats, computer network outages, and stolen vehicles. Each incident report was reviewed by different agencies, per procedures, with an average of 8 - 10 situation summaries added to each incident. There were also 179 planned activities entered into E Team. The planned activities ranged in scope from scheduled bomb sweeps, NFL sanctioned parties and activities, and the U.S. Customs and Border Protection's gamma ray imaging technology checkpoint manifests. There were a total of 45 separate agency situation reports entered from 32 separate agencies (a few of whom created multiple reports). Each agency was responsible for logging who worked during each shift, their contact information, as well as a summary of any significant activities or issues they dealt with during their shift. There were 10 separate jurisdiction situation reports created in E Team from eight separate jurisdictions. Each local jurisdiction that activated its EOC at any level was asked to create a jurisdiction situation report containing their hours of operation, contact information for the EOC, and a summary of any significant activities with which they were dealing. In addition to all of these reports there were 1,360 duty log reports entered into E Team. The duty log reports could be created by any user in the system that had something to report such as specific orders that had been issued, duties for the day or a person's schedule of activities for the day.

Challenges

Server access: The original plan was to have everyone assigned to the JOC or IOC be able to connect to the portable E Team server that EMHSD set up at the facility. This would have allowed a direct connection to the server so that if Internet access was disrupted at the JOC/IOC E Team users would still be able to access E Team directly on that server. Also, by having everyone at that facility logged into the same server, it would have reduced the chances for replication conflicts in the system (this was a problem identified during the 2005 MLB All Star Game). Everyone also would have been accessing the same information at the same time and there would not have been the lag in time before information was replicated throughout the entire system. Unfortunately, due to technical difficulties, the portable E Team server was set up only on the MSP network that was available at the facility. Therefore, only those who had access to the MSP network could reach that server. As a result, most people were connected to one of the servers located at the SEOC or to one of the regional servers in the system.

For the most part this did not prove to be a problem in communication flow. There was sometimes a 1-2 minute lag in information sharing which is normal as the data must be replicated from one server to the other. However, at one point one of the regional servers being used by a large number of E Team users stopped responding for a few hours. EMHSD staff worked with the regional server IT staff to get the server back up and running in a matter of 2-3 hours. During the down time E Team staff worked to get everyone logged into one of the alternate regional servers and everyone was once again accessing E Team within approximately 10 minutes. This event provided real-world evidence for the basic system design premise of having redundant servers dispersed geographically and having staff on-site to respond to operational or administrative problems.

On-site E Team Training: EMHSD E Team support staff did a fair amount of on-site E Team training. While this quick training got users into the system and allowed them to see what was going on and create reports if necessary, they did not get a proper overview of the system. The full training class generally takes 4 hours to complete and many of these personnel were trained in under an hour. EMHSD also created several read-only accounts for agency executives which allowed them to only view the information that was being entered into E Team.

EMHSD E Team Support: EMHSD E Team support was sufficient for this particular event. However, if the event would have been a long term operation that ran 24/7, the current staff would not have been able to provide this level of support.

Mapping E Team Reports: E Team has an inherent capability to display reports geographically on the maps provided in the system. Users have the capability of locating many of the E Team reports on the map so that others can see where things are quickly and easily. Mapping of E Team reports does not occur automatically, but it is an easy process to accomplish. All users on the system have been trained on how to map reports in E Team; however, during the Super Bowl response most eligible reports were not mapped by the report creator. By having the incidents mapped out it is possible that trends could have been spotted visually by viewing the maps. This was definitely an underutilized component of E Team. That will be addressed in future training and events.

Resource Management: Users have the capability of tracking resource requests and assets directly in E Team. As an example, the location and deployment of emergency response teams, or bomb dogs could have been tracked right through E Team. This feature was not used during the Super Bowl response, but will become a key report under the National Incident Management System.
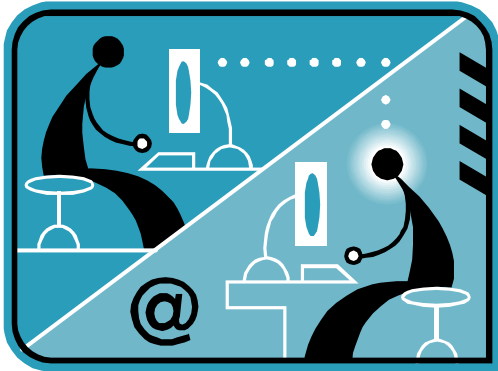
DIT Support: Michigan Department of Information Technology (DIT) staff was involved in the IT planning process from the inception. This was essential for identifying and coordinating IT needs and capabilities at the facility. It was also imperative that DIT staff was on site and available during the week leading up to the Super Bowl. They played an integral part in having access to the portable E Team server at the JOC for EMHSD E Team support staff. DIT also made laptops available to MSP staff to use during the week. That was a key factor in allowing EMHSD E Team support staff to create new E Team user accounts at the facility and also to communicate with the rest of the staff in Lansing.

Distribution: It is possible to limit who sees the documents you create in E Team. Distribution control is covered in all E Team classes and was discussed in the SOPs. Several distribution groups were set up for use during the Super Bowl including: IOC All, IOC Command, JOC All (set up by request during the week before Super Bowl), and JOC Command. In these groups there were particular people identified that should have access to different documents in E Team. Personnel at the JOC and IOC understood how this functioned and the importance of limiting distribution on these documents so that not everyone in the E Team system would have access to them. However, there were times that E Team users did not limit distribution on documents that included information. EMHSD E Team support staff did attempt to correct any documents that lacked the appropriate distribution. E Team support staff also did convey the importance of using distribution to the staff in the IOC and JOC.

EMHSD Selects Codespear Software for Emergency Alert and Notifications

The Emergency Management and Homeland Security Division (EMHSD) has selected Codespear's SmartMSG software platform to enhance the emergency alerts, notifications, and interoperable communications with state, county, and municipal emergency managers and first responders.

The software will augment the current State Emergency Operations Center (SEOC) and the Critical Incident Management System, enhancing incident response, emergency preparedness and continuity of operations. SmartMSG works by enabling fully integrated two-way communications and alerting between multiple agencies, communities and first responders regardless of communication devices.

"Not only will Codespear's solution provide immediate notification to key state agency, county and municipal personnel upon the entering of incident details into our Incident Command System, SmartMsg will also provide for the establishment of secure communication links and information sharing between the state, homeland security personnel, and local emergency management coordinators," said Dan Sibo, Section Manager, Technical and Operational Support Section. "The first phase of our roll-out included deployment for Super Bowl XL, supporting key operations team members in Lansing and on-site at the Joint Operations Center in Detroit."

EMHSD is the state agency responsible for the coordination of all state and local emergency management and homeland security activities. Among its responsibilities is the SEOC and coordination of disaster and emergency preparedness, response and recovery in the State of Michigan.

EMHSD Plays Key Role Protecting the Public on Super Bowl Sunday in Detroit

Editor's Note: The following article is a reprint of the front page story in the March issue of Michigan Emergency Management and Homeland Security News.

Super Bowl XL is history, and for the 10,000 security-related personnel who worked in and around Detroit to protect the public during the Feb. 5 event, it was a rousing success.

"It was an almost flawless event," said District 2S Coordinator Walt Davis. "I can't say enough good words."

Super Bowl XL, held at Ford Field in downtown Detroit, was classified by law enforcement officials as a Special Event Level-1, the highest security level possible. Planning for the event started about 10 months before the game.

About 213 employees of the Michigan State Police (MSP) teamed up with 30 different federal, state, local, Canadian and private sector agencies to protect the public at many different venues. Officials, including several EMHSD employees in the State Emergency Operations Center (SEOC), stayed connected with E Team information management software.

As it did during the Major League All-Star game at Comerica Park last summer, E Team played an important role in helping security officials stay abreast of events, incidents, times and locations. E Team users were logged into the SEOC server and also three regional servers (Detroit, St. Clair County and Wayne County). Two other regional servers were used briefly as backups when needed.

> *E Team helped security officials stay abreast of events, incidents, times and locations. Users were logged into the SEOC server and three regional servers.*

Security personnel worked at seven NFL event locations: Ford Field; Cobo Hall; NFL Super Bowl headquarters at the Marriott Renaissance Hotel; the Joint Operations Center in the McNamara Building; the Detroit Emergency Operations Center on Linden St.; The Lions' Allen Park training facility, the Seattle Seahawks' practice location; and the Pontiac Silverdome, the Pittsburgh Steelers' practice location. Additionally, security was provided at the Seahawks' and Steelers' hotels, the Hyatt Regency Dearborn and Pontiac Marriott Center, respectively.

Technical and Operational Support Section (TOSS) Manager Dan Sibo reported 1,360 E Team duty logs; 457 incidents; 179 planned activities; 45 agency situation reports from 32 separate agencies; and 10 jurisdiction situation reports from 8 separate jurisdictions — Detroit, Wayne County, Oakland County, Trenton, Allen Park, Dearborn, Royal Oak, and the State Emergency Operations Center.

Incorporating contributions from EMHSD, the Bomb Squad, Special Investigations Division, and other units, MSP devised a 123-page operations plan. Several other law enforcement and homeland security operations plans also were used.

Unlike the problem-plagued 1982 Super Bowl at the Pontiac Silverdome, Mother Nature cooperated with mostly mild weather.

Besides MSP/EMHSD, the following agencies provided support to Super Bowl XL: the U.S. Army; Department of Homeland Security (DHS); Transportation Security Administration; National Geospatial Intelligence Agency; Customs and Border Protection; Drug Enforcement Administration; Coast Guard; Postal Inspection Service; Secret Service; federal air marshals; FEMA; ATF; FBI; EPA; the Michigan National Guard; Michigan Department of Environmental Quality; Ontario Provincial Police; the Wayne and Oakland County sheriff's departments; and police departments from Detroit, Dearborn, Royal Oak, Pontiac, Allen Park, Westland and Windsor, Ontario.

R.A.C.E.S. Network Plays Important Role during Super Bowl XL Activities

By Martin Mendelson, R.A.C.E.S. State Coordinator

Following is a complete report of the hours of involvement by R.A.C.E.S. volunteers during Super Bowl XL activities held in metro Detroit during February 2006. Prior to the event, it is estimated that 700 + hours of participation would be provided by R.A.C.E.S. volunteers. The actual breakdown is as follows:

- Wayne County – 276.5 hours;

- Macomb County – 25 hours (Paul Reinhardt, the county's assistant emergency coordinator and deputy R.A.C.E.S. officer, monitored the networks in Detroit and was prepared to assist with ambulance service via Universal Ambulance in Macomb County.)

- Salvation Army – The Salvation Army Team Emergency Response Network (SATERN) put in 549 hours. SATERN is a group of amateur radio operators who give their time to assist the Salvation Army in its efforts.

- Michigan Inter-County Organizational Network (MICON) – 200 hours. MICON is the National Weather Service link in the chain of communications we set up. It managed the various networks and coordinated communications around the area.

- State Emergency Operations Center (SEOC) – 75 hours. Three amateur radio operators staffed the SEOC on Super Bowl Sunday for 25 hours of combined coverage time. The balance was time spent coordinating the vast network we had envisioned.

The total is 1,125.5 hours. Taking into consideration the most current Department of Labor statistics of what volunteer time is worth, this makes Amateur Radio's volunteer time contribution for Super Bowl XL worth approximately $20,259.

The following items were noted as we moved through the weekend:

- Everything went well despite our stumbling through some things that we had not previously attempted, for example, linking together the entire state and Ontario on one network and keeping control of it through use of VHF, UHF, and Echolink (Voice Over Internet Protocol). Considering the fact that our high frequency bands have operated inconsistently, this proved to be time well spent.

- High frequency worked well until approximately 9 p.m. on Feb. 5, when the signal deteriorated and became unusable for us. We contacted surrounding states and the province of Ontario for support. Wisconsin, Illinois, Ohio and Ontario were well represented up until the point where we lost the band conditions.

- As the evening of Feb. 5 moved on, several additional counties that were listening found us and linked up. We made every attempt to keep the span of control at something manageable so that roll calls at the top and bottom of the hour were short and to the point.

- We worked well with several networks which were run at their regular times on the high frequencies. We used the 1700 Amateur Radio Public Service Corps (ARPSC) and the 1930 Great Lakes Emergency & Traffic Network (GLETN). In the process, we instructed and trained many individuals on proper network procedures as well as demonstrated how to foster relationships with other networks as well as with neighboring states and Ontario.

R.A.C.E.S. (Radio Amateur Civil Emergency Services) is a network of amateur "ham" radio operators who enhance the capabilities of the Emergency Management and Homeland Security Division and SEOC. All hams are licensed by the Federal Communications Commission, and they are present in every county in the nation.

They are able to provide communications during disasters when other lines of communication have failed. All R.A.C.E.S. volunteers are trained and experienced storm spotters, and are able to assist emergency management personnel and National Weather Service in the evaluation of storm cells to decide on activation of alert systems.

> *A total of 1,125 hours of participation were provided by R.A.C.E.S. volunteers (during Super Bowl XL).*

Upcoming Events

Emergency Planning & Community Right-to-Know Commission (SERC)
June 27, 2006
4000 Collins Road, Lansing, MI 48909
Questions can be directed to Bonnie Fighter, 517-336-2042
E-mail: fighterB@michigan.gov

Michigan Hazard Mitigation Coordinating Council
July 19, 2006
Terrace Room, 4000 Collins Road, Lansing, MI
Questions can be directed to Karen Totzke, 517- 336-2622
Email: TotzkeK@michigan.gov

National Preparedness Month – September 2006
Events and activities to be announced in the near future.

Summit
Oct. 9-11, 2006
Grand Traverse Resort, Acme, Mich.
Questions can be directed to Jackie Hampton, 517-333-5051
Email: hamptonja@michigan.gov

Visit the EMHSD website @ www.michigan.gov/emd

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